

Curriculum Vitae
MELISSA A. JONES
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PROFESSIONAL PROFILE

- Dedicated higher education professional with over 20 years of diverse experience across community college, private university, and four-year public research institution settings.
- Skilled in addressing transfer-related issues for incoming and outbound students, with a comprehensive understanding of articulation agreements within the University of Hawai'i System.
- Proficient in academic advising and counseling at both community college and four-year levels.
- Well-versed in the complexities of community college environments and transfer processes.
- Committed to a student-centered philosophy and fostering collaborative teamwork.
- Possesses a strong understanding of University of Hawai'i at Mānoa admissions and transfer credit policies.

EDUCATION

- GCCR, Graduate Certificate in Conflict Resolution, University of Hawaii at Mānoa, Honolulu, HI 2023
- M.Ed., Educational Administration, University of Hawaii at Mānoa, College of Education, Honolulu, HI, 2010
- B.A., Education- Family and Human Services, University of Oregon, Eugene, OR, 2002

ACADEMIC HONORS AND AWARDS

- Recipient, 1999 Office of Multicultural Affairs Excellence Award, University of Oregon, Eugene, OR
- Recipient, 1999 Diversity Building Scholarship, University of Oregon, Eugene, OR
- Co-Recipient, 2015 Director's Award at the 2015 National Symposium on Student Retention. The National Symposium on Student Retention. University of Oklahoma
- Co-Recipient, 2020 'Oikela Award for Outstanding Advising Unit, Honolulu, HI

HIGHLIGHTS OF PROFESSIONAL EXPERIENCE

Transfer Specialist (Junior Specialist) Honolulu, HI
University of Hawai'i at Mānoa, Mānoa Transfer Coordination Center 3/2014- 10/19
5/2021- present

- Oversee all aspects of the Ka'ie'ie Transfer Pathway Program, ensuring its smooth operation and successful outcomes for transfer students.
- Provide comprehensive advising and counseling to prospective University of Hawai'i at Mānoa transfer students, guiding them on academic curriculum, admissions, student services and resources, articulation, and optimal transfer points.
- Employ diverse marketing strategies, including workshops, e-blasts, flyers/brochures, counselor education, and awareness campaigns, to promote the Ka'ie'ie program and attract potential participants.
- Conduct mandatory advising sessions with all Ka'ie'ie participants, creating personalized four-year academic plans to facilitate successful transfer and degree completion.
- Act as a dedicated liaison for faculty, staff, and students at Leeward Community College, representing UHM and providing information, referrals, and services related to the university.
- Establish liaison opportunities such as satellite advising, transfer workshops, and networking events to foster connections between students, faculty, and staff.

Counselor- Professional Arts & Technology (C2 Instructor) Pearl City, HI
Leeward Community College, Student Services 9/19-5/21

- Counseled and advised students in the Automotive Technology, Culinary Arts, Digital Media, and Television Production Program, providing guidance on academic and career-related matters.
- Conducted graduation checks to ensure students met program requirements and successfully completed their degrees or certifications.
- Monitored student persistence and prepared comprehensive reports for PAT instructional faculty upon request, offering valuable insights into student progress and potential areas of improvement.
- Actively participated in outreach opportunities to promote the various programs offered at Leeward Community College.
- Collaborated closely with PAT faculty to address the unique needs of PAT students, providing personalized support and guidance throughout their academic journeys.

- Actively participated in various committees focused on counseling and student services, contributing insights and recommendations to improve program delivery and student support.
- Worked closely with the Counseling unit to provide advising services for students across all degree programs offered at Leeward Community College.

Master Programs Advisor (Junior Specialist)
University of Hawai'i at Mānoa, Shidler College of Business

Honolulu, HI
 3/2012- 2/2014

- Provided curriculum counseling and academic planning guidance to Masters of Business (MBA) and Masters of Accounting (MAcc) students, assisting them in developing their educational and academic plans.
- Advised students from the prospective stage to graduation, ensuring they received necessary support throughout their academic journey.
- Served as an advocate for graduate students, acting as a liaison between students and administration to address their needs and concerns.
- Worked closely with teaching faculty on various issues, including scheduling, curriculum development, transfer credit evaluations, and course substitutions.
- Maintained a student database to track students' progress through different stages of their program, ensuring timely and successful completion.
- Actively participated as a member of the department and college, attending staff meetings and faculty senate meetings to contribute insights and represent the advising perspective.
- Collaborated with the MBA Admissions Director to identify prospective students, sharing relevant information and insights to support the admissions process.
- Conducted degree audits for graduating students to ensure completion of all requirements and eligibility for graduation.
- Provided appropriate campus referrals to students, connecting them with relevant resources and services as needed.

Admissions Officer
University of Hawai'i at Mānoa, Office of Admissions

Honolulu, HI
 5/2008- 3/2012

- Counseled and advised students, parents, high school personnel, faculty, and the general public regarding admissions policies, procedures, and practices.
- Processed, screened, admitted, and denied applications, ensuring adherence to established guidelines and standards.
- Determined the accreditation status of prior colleges attended by applicants, both domestic and foreign, and assessed the transferability of coursework.
- Collaborated with UHM department chairs, undergraduate advisors, and associate or assistant deans to determine course equivalencies for transfer students.

- Assisted in recruitment events, including the Counselors Workshop, National Career and College Fairs, and campus visits.
- Served as the point of contact for specialized programs on campus, such as the Mānoa International Exchange (MIX) program and American Samoa Education program.
- Acted as the primary contact for Kaua'i Community College, providing information and support to prospective students.
- Attended conferences organized by the National Association of College Admissions Counseling (NACAC) and the Hawaii Association of College Admissions Counseling (HACAC), staying up-to-date with industry trends and best practices.

Associate Director of Admissions-Transfer Services
Hawai'i Pacific University, Admissions

Honolulu, HI
 11/2006- 5/2008

- Oversaw transfer-related services at HPU, ensuring a smooth and efficient transfer process for students.
- Revamped the transfer credit process, implementing improvements to streamline transfer credit evaluations and enhance efficiency.
- Completed transfer credit evaluations for all HPU applicants, ensuring accurate and timely assessment of transfer credits.
- Worked closely with faculty and staff to address articulation issues, fostering better assistance to students and a more streamlined transfer process.
- Collaborated with ITS to develop a transfer credit database and transfer student portal, allowing students to view their transfer credit evaluations online and improving the efficiency of the evaluation process.
- Coordinated transfer workshops at local University of Hawai'i Community Colleges, tailoring the content to meet the specific needs of different student populations.
- Attended college fairs to provide outreach to local community college students, promoting transfer opportunities and answering questions.
- Co-coordinated the Community College Counselors workshop, bringing together counselors from each community college within the University of Hawai'i System to share information and resources.
- Maintained and established relationships with UH system community college counselors, fostering a deeper understanding of the needs of local transfer students.

Transfer Credit Specialist
University of Hawai'i at Mānoa, Office of Admissions

Honolulu, HI
 12/2003- 11/2006

- Processed transfer credit evaluations, ensuring accurate and timely assessment of transferable courses for incoming students.
- Assisted in the evaluation of transfer credits, collaborating with colleagues to review course equivalencies and determine credit eligibility.

- Researched transfer courses and course content, assessing their suitability for transfer credit based on established criteria.
- Served as a member of the Office of Student Affairs (OSA) committee, contributing insights and recommendations related to transfer credit policies and procedures.
- Attended and actively recruited at college fairs locally, on outer islands, and on the mainland, promoting the institution and answering questions from prospective transfer students.
- Learned and implemented UH system articulation agreements, ensuring adherence to transfer credit policies and facilitating seamless credit transfers between institutions.

Academic Advisor

Portland Community College- Rock Creek, Advising

Portland, OR

11/2001-4/2003

- Advised students on academic requirements for degree completion, providing guidance on course selection and program planning.
- Referred students to placement tests and assessed COMPASS placement scores to ensure proper course placement.
- Efficiently handled a high number of drop-in students and phone calls, addressing their concerns and providing appropriate guidance and support.
- Assisted students with admissions applications, transfer requirements, and connecting them with relevant campus resources.
- Conducted preliminary evaluations of academic transcripts, assessing transfer credits and providing initial guidance on credit applicability.
- Worked directly with various departments including Counseling, Admissions, Registration, Student Records, and the Business Office to facilitate seamless student experiences.
- Collaborated with the Transfer Center advisor to develop transfer workshops, educating students on the transfer process and requirements.
- Served as a member of the Retention Committee, contributing to the assessment and identification of retention issues and the development of a campus retention plan.
- Advised the Chicano student group, Movimiento Estudiantil Chicano de Aztlán (MEChA), providing support and guidance to student members.

PRESENTATIONS

Iwasaki, N., & Jones, M., Brown, J. (2014, July 18). Understanding transfer students: Looking through the psychological glass. Concurrent session presented at the Council of Academic Advisors Summer Conference, Honolulu, HI.

Jones, M, Iwasaki, N., Brown, J. (2015, March 5). Aaaaah! I'm transferring: Understanding and assisting students through a stressful transition. Poster session presented at the NACADA Region 9 Conference, Honolulu, HI.

Iwasaki, N., & Jones, M, Brown, J. (2015, March 5). Selecting a Career: A struggle between what parents want and what students want. Concurrent session presented at the NACADA Region 9 Conference, Honolulu, HI.

Brown, J, Jones, M, Newhouse, K, Prespose-Forsen, L (2016, July 22) Deepening transfer connections: Ka'ie'ie and partnering with the UH Community colleges. Council of Academic Advisors Summer Conference, Honolulu, HI.

Lawrence A., Jones, M., Martinez, M., Prepose-Forsen, L., Sakamoto, S., and Yorita, B. (Ka'ie'ie Student Ambassador) (2016, October 14). Navigating the UH System Transfer Network. Academic Advising and Transfer Network Conference, Honolulu, HI.

Bridging the Transfer Gap in Higher Education through a degree pathway program. Hawai'i International Conference on Education, January 6, 2017. (All Transfer Specialists)

Brown, J, Jones, M., Newhouse, K, Prespose-Forsen, L (2017, March 3). Navigating the Pathway to Transfer Student Success. University of Hawai'i Community Colleges 2017 Hawai'i Student Success Institute, Pearl City, HI.

Prepose-Forsen, L., Jones, M.; Brown, J.; Newhouse, K., (November 2017). Bridging the Transfer Gap in Higher Education through a Degree Pathway Program. NASPA Western Regional Conference. (Regional, Poster Presentation). Honolulu, HI.

Jones, M. (October 2017). Bridging the Transfer Gap in Higher Education through a Degree Pathway Program. 24th National Conference on Students in Transition. (National, Poster Presentation). Costa Mesa, CA.

Invited Webinars

As a result of overwhelmingly positive presentation reviews at the National Symposium on Retention Conference in November 2015, the Consortium for Student Retention and Data Exchange requested that I present a webinar on the same paper. In collaboration with my co-authors for the paper, Melissa Jones and Nicole Iwasaki, we revised and updated the presentation and gave an hour-long webinar on the Ka'ie'ie program.

Brown, J., Iwasaki, N., & Jones, M. (2017. February 1). Transfer pathway program: Building a bridge from the community college to the university. Webinar offered to members of the Consortium of Student Retention Data Exchange. <https://portal.csrde.ou.edu/webinars/>

WORKSHOPS

Leeward Student Success Workshop

Transferring to a 4-year College

Fall 2014

Leeward Student Success Workshop

UHM Ka'ie'ie Transfer Program- Simplify your Transfer Experience Fall 2014, Spring 2015

Leeward Transfer Workshop

Automatic Admission

Spring 2015

Leeward UHM Pre-Health/Pre-Law Advising Center (PAC) Workshop

Information Session on the Pre-Health Field, Presented on Ka'ie'ie

Fall 2014

Leeward UHM Engineering Transfer Workshop

Presented on Ka'ie'ie

Fall 2014, Spring 2015

Leeward Student Success Workshop

So You Want to Major in STEM? –

Natural Science Degree, STEM, Summer Opportunities, & Ka'ie'ie

Spring 2015

Ho'oulu Project Transfer Workshop

STEM Transfer to UH- Mānoa

Spring 2016

Pasefika Passion Pipeline Transfer Workshop

Transfer Pathways to UH- Mānoa

Fall 2016

Leeward Student Success Workshop

Transfer Pathways to UH Mānoa

Spring 2016, Spring 2017, Fall 2018

Kaua'i Community College Transfer Workshop

Transfer to UH Mānoa

Fall 2018

Ka'ie'ie Transfer Workshop

Transfer to UH Mānoa, Next Steps

Fall 21, Spring 22, Fall 22, Spring 23, Fall 23

UH Mānoa Transfer Info Workshop

Transfer to UH Mānoa for Distance Students

Spring, 2022

PUBLICATIONS

NACADA Book Review, April 2015

- Jones, M. (2015, April 1). “Radical Academia?” Understanding the Climates for Campus Activists. [Review of the book “Radical Academia?” Understanding the Climates for Campus Activists (Fall 2014), by Christopher J. Broadhurst and Georgianna L. Martin]. (eds.), Wiley. 92.0 pp., (Paperback), ISBN #978-1-118-96656-3, <http://www.wiley.com/WileyCDA/WileyTitle/productCd-111892309X.html>.
- Brown, J. (70%), Iwasaki, N. (15%), & Jones, M. (15%) (November 2015). Transfer pathway program: Building a bridge from the community college to the university. The National Symposium on Student Retention. University of Oklahoma. November 2-4, 2015. Received the 2015 Director’s Award.

PROFESSIONAL AFFILIATIONS

- Member, National Academic Advising Association (NACADA) October 2014- present
- Member, National Student Affairs Administrators in Higher Education (NASPA). May 2017-2018

COMMUNITY SERVICE AND UNIVERSITY SERVICE

National Service

NACADA Regional Conference 2015 Honolulu, HI

- Member, Registration Subcommittee

NACADA Regional Conference 2019 Honolulu, HI

- Steering Committee Member
- Chair, Registration
- Proposal Reviewer

National Resource Center for The First-Year Experience & Students in Transition Conference 2021

- Proposal Reviewer

University Service

- Workshop facilitator, Council for Academic Advisors Conference (July 2014)
- Committee on Student Affairs (CSA), Member (2015-2016)
- MTCC Advisory Search Committee, Member (May 2016)
- Academic Advising and Transfer Network Conference Planning Committee, Member (October 2016)
- Registration volunteer, Council for Academic Advisors Conference (July 2017)
- Traffic Director volunteer, Council for Academic Advisors Conference (July 2017)
- Council for Academic Advisors- Advising Guide Committee, Chair (2014-2017)
- Leeward Transfer Day Committee, Member (2017)
- WASC Program Review Steering Committee for the Office of Undergraduate Education, Co-Chair & Member (2018)

- Contemporary Ethics (E) Issues Focus Board, Member 2017-2018 & Vice Chair August 2018-2019
- Excellence in Academic Advising (EAA) Committee, Member 2018-2019
- Program Sheet Committee, (2019)
- Academic Advising and Transfer Network Conference Planning Committee, Member (2020)
- P-20 Initiative-CTE Summer Program, Committee Member (2020)
- Leeward Community College Graduation Review Team, Committee Member (2019-2021)
- Leeward Student Services Support Area Outcome (SAO) Career Counseling, Committee Member (2020-21)
- P-20 AMT Alignment Committee, Member (2020-21)
- Leeward Financial Aid Second Degree Committee, Member (2020-21)
- Leeward New Student Orientation Committee, Member (2020-21)
- Transfer Day Committee, Member (2021)
- Academic Procedure Committee (APC), Member (2022-2023 AY)
- Advising Infographics Sub-Committee, Member (June 2022- present)
- Transfer Sub-Committee, Member (October 2022-April 2023)
- Gardner Institute's Curricular Analytic Community, Member (May 2023, present)
- Transfer Credit Evaluation Committee, Member (April 2023, present)
- Director of Advising Search Committee, Member (2022-23)
- Student Success Center Coordinator Hiring Committee (Spring 2023)
- MTCC Transfer Specialist Search Committee, Chair (Spring 2023)
- MTCC Transfer Specialist Non-Tenure track Search Committee, Member (Spring 2023)
- Council of Academic Advisor (CAA) Committee, Member (Sept 2023-present)

Community Service

- Matson Beach Clean Up, Sandy Beach (May 2014)
- Volunteer for Kamehameha Preschool, Heeia, HI. (2016-2017)